

# Trends in Service Delivery from OVC's Anti-Trafficking Grantees

January 23, 2023  
2:00 – 3:30 p.m. (eastern time)

Presented by:

The Office for Victims of Crime (OVC) &  
OVC Human Trafficking Collective (HTC)

The material presented during today's webinar session, along with the session recording, will be shared with attendees via email in the following days. *The session will be recorded and will begin shortly.*

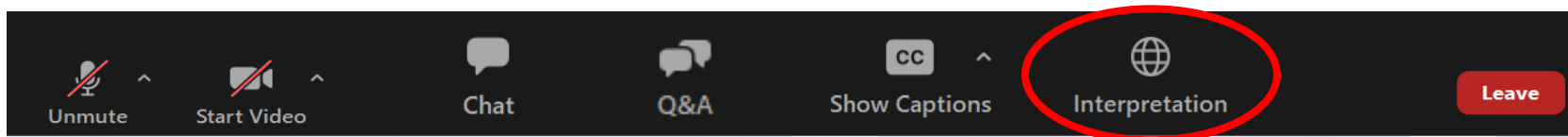
As with all technology, we may experience a momentary lapse in the webinar session. In the event of a problem, please be patient and remain on the line. If the problem persists, please contact [bess.hoskins@icf.com](mailto:bess.hoskins@icf.com) for technical assistance.



# Live Interpretation Information

- Today's webinar will be offered in both English and Spanish. To access the Spanish line, please click the Interpretation button at the bottom of your screen to select between the English and Spanish audio channels.

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- Please note that the webinar recordings (English and Spanish), along with the PowerPoint slides and supporting resource links, will be circulated to grantees via email in the coming weeks.

# Here are some helpful tips for using Zoom during today's webinar:

## Audio Connection:

Select the arrow next to the audio button to access audio features and select your speakers. (Your **microphone** and **video** will not be used in today's webinar session).

### Select a Speaker

Speakers / Headphones (Realtek Audio)  
✓ Headset Earphone (Plantronics Blackwire 3220 Series)  
Same as System

Test Speaker & Microphone...  
Switch to Phone Audio...  
Leave Computer Audio

Audio Settings...

## Chat:

The default setting is to message Everyone. Please note that if you want to send a message to one of the hosts privately, use the drop-down and select their name from the list of options.

## Q&A:

Please select the **Q&A** button to submit a question (*please do not submit questions in the chat*).

## Closed Captioning:

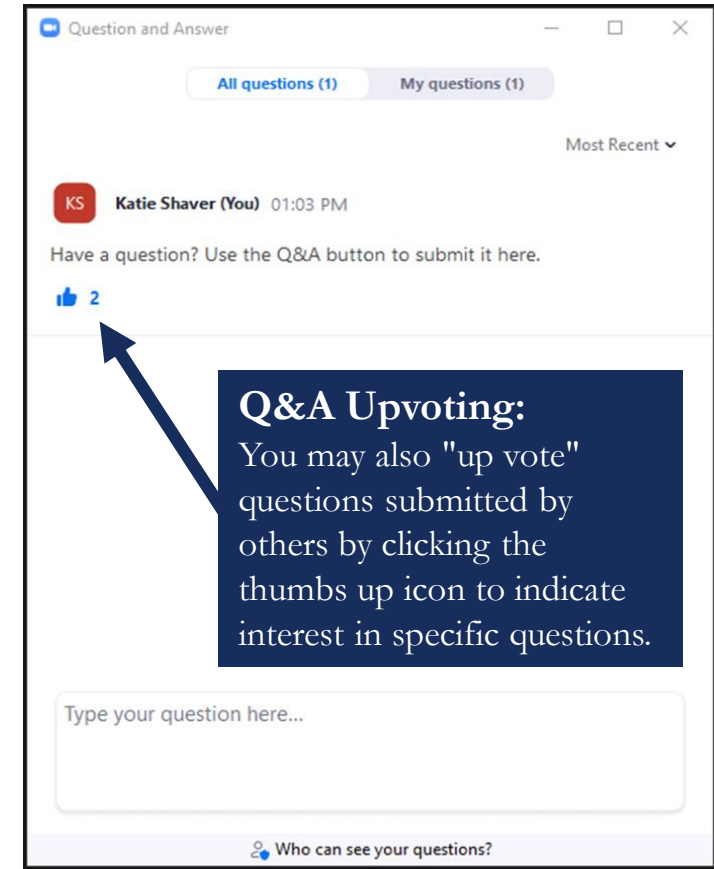
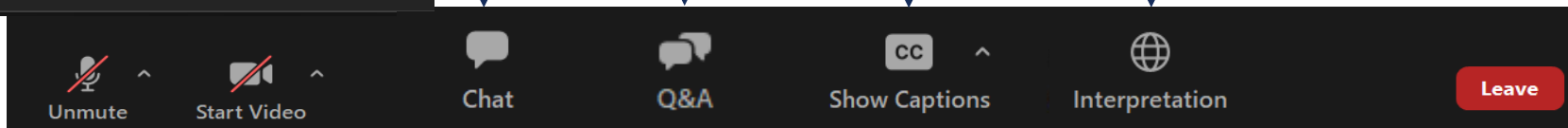
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## Q&A Upvoting:

You may also "up vote" questions submitted by others by clicking the thumbs up icon to indicate interest in specific questions.



Opening Remarks  
Kristina Rose, OVC Director



# About the Office for Victims of Crime (OVC)

- Enhances the Nation's capacity to assist crime victims and provides leadership in changing attitudes, policies, and practices to promote justice and healing for all victims of crime.
- In addition to anti-trafficking funding, administers the Crime Victims Fund, supporting state victim assistance and compensation programs.
- To enhance capacity to identify, assist, and provide services to all victims of human trafficking, OVC leads the Nation in supporting victim-centered and trauma-informed programs, policies, and resources that promote justice, access, and empowerment.

# Presenters



**Aubrey Lloyd**

Director,  
OVC HTC



**Morgan Rumble-Whiting**

Training & Technical Assistance Specialist,  
OVC HTC



**Megan K. Mattimoe, JD, TRCC**

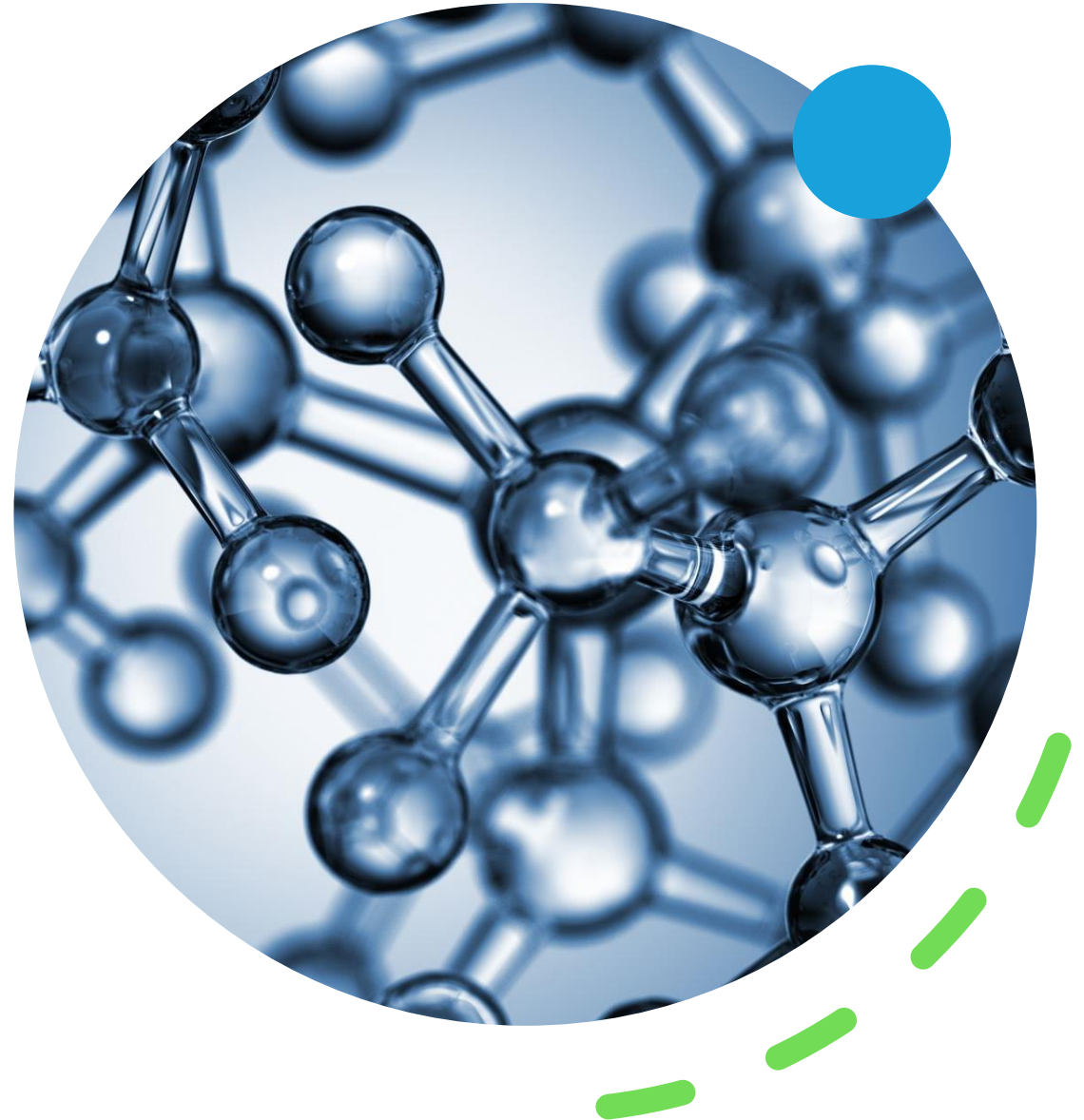
Executive Director & Managing Attorney,  
Advocating Opportunity (AO)

# Objectives

Share OVC grantee data and reporting highlights to inform the field/grantees.



Gain insight from peers into successes, challenges, and areas of innovations and opportunity



# Overview of Areas



CLIENT EXPERIENCES



SERVICE ADAPTATIONS



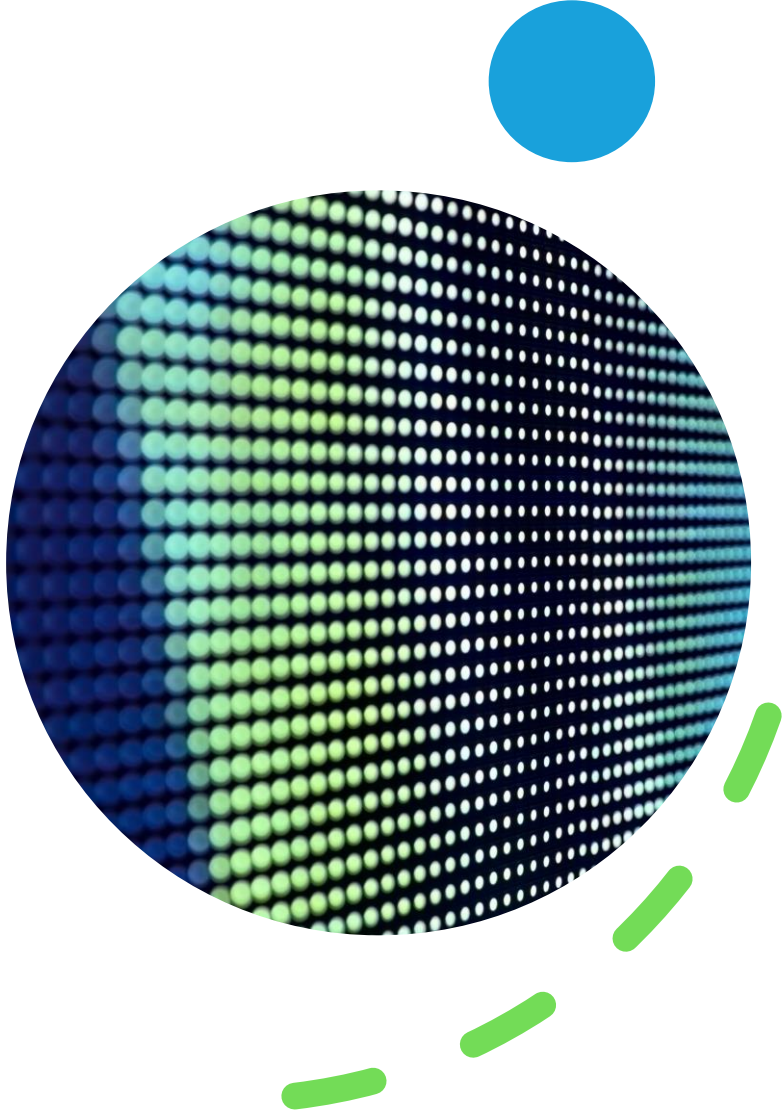
SYSTEMS RESPONSE



PARTNERSHIPS AND COLLABORATIONS



TRAINING/OUTREACH





## NUMBER OF CLIENTS SERVED

16,030  
72% Adult



## GENDER

82% Female  
Male  
Transgender



## TRAFFICKING

62% Sex Trafficking  
21% Labor  
8% Sex and Labor  
9% Unknown



## CITIZENSHIP

64% US/LPR  
36% Foreign Nationals





# Client Experiences

# It's Not Just Trafficking

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# Service Delivery Trends

## *Success and Areas of Improvement*



■ **Incident Based Services**     \$1,236,032.00

■ **Types of Services**

- Housing/Rental Assistance
- Personal Items (Food/Clothing/Personal Hygiene)
- Transportation
- Mental Health and Treatment (Emergency/Long-Term)
- Education

■ **Number of Hours**            111,206

■ **Time Based Services**

- Ongoing Case Management
- Emotional/Moral Support (Non-Mental Health)
- Legal Services (Including Civil and Immigration Advocacy)
- Employment Assistance
- Housing/Shelter Advocacy

## Service Delivery Discussion Areas

Screening

Substance Use Treatment

Language Access

Housing

Employment

Mental Health/Emotional Support

Education

Legal

# Mental Health/Emotional Support

## Challenges

- Lack of access to trauma informed and culturally relevant mental health services
- Lack of access to mental health services with human trafficking comprehension



## Success

- Virtual and in-person counseling
- Proactive planning on stress points
  - Child Advocacy Centers (CAC)/Forensic interviews
  - Court/case interviews
  - Counseling in jail

# Substance Use Treatment

## Challenges

- Increasing need for trauma-informed substance abuse treatment options for minors and adults
- Lack of treatment centers
- Sobriety criteria for service access
- Supportive services outside of Narcotics Anonymous (NA)/Alcoholics Anonymous (AA)

## Success

- Harm reduction considerations
- Adding in coping skills to general case management
- Virtual substance abuse support
  - Individual and Group



# Language Access

## Challenges

- Lack of language accessible materials and services in rural communities
- Unable to translate material and have access to in-person interpreters outside of Spanish
- Increased need for bilingual and culturally sensitive collaborative partners

## Success

- Teaching English as a Second Language (ESL) classes
  - Classes for caregivers/foster parents
- Creating language access policy and procedures
- Increase of staff, volunteers, attorneys, and therapists that are multi-lingual
  - Some organizations have 95% of their staff that are bilingual

### **Collaborative Partner re Access to Cultural Services and Labor Trafficking Services Asian Association of Utah**

Due to one of our new collaborative partners, the honorary Peruvian Consulate Salt Lake City, we are now able to increase client's access to culturally sensitive services which includes services and support in their own language. This new partnership and approach will open new opportunities for outreach to identify victims of human trafficking and connect them to available culturally relevant services.

# Screening

## Challenges

- Misidentification/lack of identification
- Ineffective screening tools that do not address comprehensive needs/polyvictimization
- Rushed screening due to understaffing



## Success

- Supporting where the survivor is at
  - Screening by partner/support to partner
- Thinking of where vulnerable persons may be and screen there
  - Medical settings
  - Child Advocacy Centers (CACs)
  - Substance abuse/mental health centers
- Use of technology
  - iPad/online screening

# Legal Trends: Challenges

Access to trauma-informed legal partners and resources

Despite available restitution, it was not equitable to what was lost in the trafficking experience

Resumed in-person court appearances are causing logistical & trauma struggles

Trauma-informed legal support and courts around custody/navigating foster care & child protective services (CPS)

# Legal Trends: Success

Creating legal committee in coalitions statewide legal working groups

Legal Fellow grantee highlight

Civil remedies becoming more common

Vacatur and Expungement

Trainings on knowing your legal rights

# Challenges in Housing

- Lack of housing/unable to maintain housing and distress in accessing previous shelters
- Long wait times to access transitional and long-term housing
- Polyvictimization and inability to access housing resources.
- Increasing need for housing/shelter options, particularly for minors
- Difficulty in finding housing resources for clients when grantee seeking services



**For additional information on housing support, please visit the Freedom Network USA website:**  
<https://www.freedomnetworkusa.org/training/housing-project/>

# Advocating Opportunity (AO): Ohio



## Grantee Spotlight





# Additional Success in Housing

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- Providing adjustments to housing supports
- Human trafficking advocates in domestic violence shelters
- Highlight: Santa Clara County Gap Analysis
- Partnering with pet shelters for pet support/pet foster

## Employment

- Credit Repair
- Internships
- Workforce development partnerships

### **Innovative Processes & New Courses (Economic Stability) – Restore NYC:**

Survivors' barriers to employment such as housing stability, access to childcare, and skills gaps, also contribute to low placement rates. The new Economic Empowerment (EE) Orientation, core courses, and the revamped economic empowerment intake, were designed to address the latter challenges.

## Education

- Academic counseling
- Scholarship Connections
- ESL Classes
- Parenting Classes
- Basic Literacy Classes

### **Educational Opportunities – Kristi House:**

Project GOLD has an Academic Specialist position which has allowed the Bridges to the Future programming to resume educational and academic assistance and enrichment services. They create individualized education plans, new educational enrollments, and graduation of several members with high school diplomas including one Presidential Scholarship



# 2Gen

Increase of family therapy

Parenting classes

- Grounding for caregivers

Parent/caregiver support groups

- Services on resource navigation



# System Responses

## *Success and Areas of Improvement*

# Law Enforcement and Victim Services Trends

## Challenges

- Struggle with finding trauma informed and culturally responsive law enforcement support for victims
- Need to reach more local law enforcement agencies to receive training
- Inability to get law enforcement buy-in the human trafficking exists in our communities

## Success

- Relationship with departments to address survivor fears/needs
- Partnerships: co-training and outreach\*



# Law Enforcement Specific Trends

## Challenges

- Turnover (promotions, retirement, etc.)
- Buy-in and support from command staff and surrounding jurisdictions
- Community lack of trust with law enforcement
- Culture that is statistic driven
- Inadequate surface-level human trafficking training

## Success

- Greater interest in labor trafficking
- Willingness to not arrest potential victims
- Promoting services before any law enforcement interviews



*This slide reflects high-level trends shared by Project Roadmap, and not data from law enforcement grantees*

# Child Welfare

## Challenges

- Lack of understanding/mis-information surrounding familial trafficking
- Continued need to reach and train all child welfare staff on effective screening and care for human trafficking victims
- Need for specific trained staff dedicated to addressing human trafficking cases in child welfare systems

## Success

- Training with case workers
- Partnering on safety planning with youth
- Increased support for survivors involved in child custody cases

# State-Agency Success in Response

## Louisiana

In 2020, the Louisiana Department of Children & Family Services established State Office Liaisons for each region of Louisiana that are Department of Children & Family Services employees who support DCFS investigators and case workers on human trafficking cases.

Additional partnerships include partnership with Department of Health, who manages state mental health placement and shelter placement approval for the Louisiana Department of Children & Family Services and system involved children.

Cross-training for the Louisiana Child and Youth Trafficking Collaborative and for Department of Health staff about each other's roles, and communication with top level Department of Health staff to expedite approval for housing in cases that Louisiana Child and Youth Trafficking Collaborative-involved youth placement is denied.

## Maryland

Maryland developed a full day training for child welfare several years ago through a grant from The Children's Bureau.

That training was mandated for the entire child welfare workforce and is now required for all new staff as part of the on-boarding process.

## Ohio

Worked with the state agencies to put together training/guidance documents, which they then send to county agencies.



# T-Visa/Immigration Relief

## Challenges

- Significant processing delays for adjustment of status applications submitted along with fee waiver applications
- New immigration courts pushing up matters are causing pro bono attorneys to scramble to prepare
- U.S. Consulates are slow to schedule interviews for those seeking derivative visas

## Success

- Training on application process
- Deferred action process for special immigrant juveniles to adjust status

# Public Benefits

## Challenges

Continued COVID 19 Related Issues:

- Slow referral processes
- Issues with timely governmental assistance
- Housing list waits
- Delays with Social Security Administration (SSA)

## Success

**YOU TELL US!** Please go to [www.menti.com](http://www.menti.com) and enter code XX XX XX

*Q: What success have you had in navigating public benefits with clients?*





# Training, Outreach, and Partnerships

## *Success and Areas of Improvement*

# Training

## Challenges

- Lack of buy-in for continued training from community partners
- Staff-turnover
- Increased need for training for an ever-changing field

## Success

- Some success in training medical staff, child protective services (CPS), courts
- Newly adapted training materials
- Ensuring partners are trained on identifying and responding to labor trafficking

# Outreach

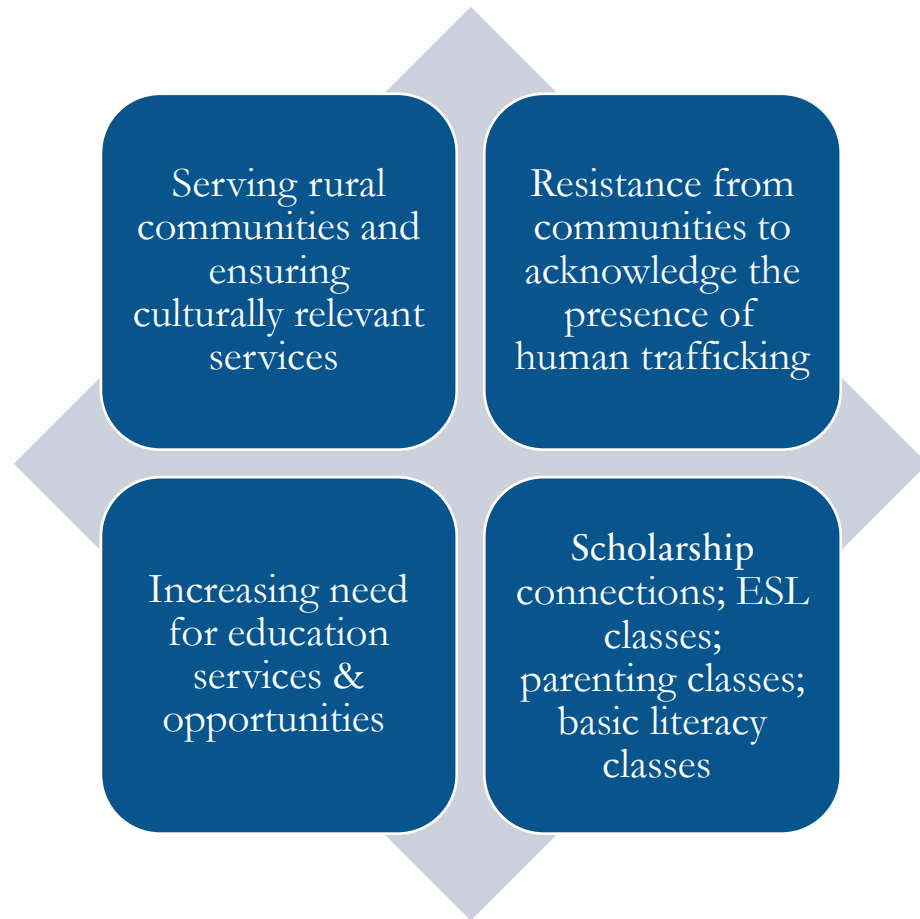
## Challenges

- Need for updated outreach materials
- Lack of buy-in from community
- Desire from community partners/members for continued awareness outreach, but a need for deeper conversations

## Success

- Focus on labor sectors
  - Companies with high day labor use
- Drop-in centers
- Online marketing and outreach
- Engagement Events
  - Refugee Mother's Day Event
  - Survivor Wellness Day

# Partnerships and Referrals: Challenges



**One grantee reported the "need to inform medical service providers about the realities of labor trafficking and its intersection with the healthcare system."**



# Partnerships and Referrals: Success

- Local partners meeting on how to increase access for outpatient/inpatient services in the first 24-72 hours
- Funding partners to assist in gaps for service delivery
- Assessing who is going to referrals

## **New Partnership with Tribal Communities International Rescue Committee (IRC) Northern California:**

International Rescue Committee (IRC) spent a week with the Yurok Tribe in rural Del Norte and Humboldt counties forming new partnerships. Although the IRC outreach training was completed for the tribal court, the purpose of this outreach was to form a formal partnership.





# Organizational Trends

# Data

## Challenges

- Inconsistent understanding and/or use of data
- Under-utilization of verifiable data
- Unsure how to effectively use data to guide programming

## Success

- Developed focus groups with staff and clients on what is success
- Questioning how to operationalize success
- Survivor/Client advisory boards
- Looking at data and if clients are meeting their goals

# Staffing

## Challenges

- Increasing staffing shortages across social service providers & law enforcement
- Continued need for staff mental health services & employee care policies

## Success

- Incorporating self and community care
- Changes in internal policies and staffing benefits
- More training on thinking through a better system response and diversity, equity, inclusion, and accessibility (DEIA) incorporations





# Q&A

# Take Aways

*Please go to [www.menti.com](http://www.menti.com) and enter code XX XX XX*

**Q: What is one take away you gained from this feedback that is helpful to the work you do?**

# Additional Insight

*Please go to [www.menti.com](http://www.menti.com) and enter code XX XX XX*

**Q: What is one thing you would like the opportunity to know more about?**

# Thank you!

**Please take a moment to fill out an evaluation for this webinar.**

**Trends in Service Delivery from OVC's Anti-Trafficking Grantees Webinar**

*Please scan the QR code with your phone to open the survey in English or Spanish.*

English



Spanish

